



HEALTH OF THE NEWCOMER-SERVING SECTOR IN THE PNT REGION

**A SURVEY OF FRONT-LINE WORKERS IN
ALBERTA, MANITOBA & SASKATCHEWAN:
DISSAGGREGATED DATA SUMMARY FOR
URBAN CENTRES**

MARCH 2022



TABLE OF CONTENTS

| | |
|--|-----------|
| TABLE OF CONTENTS | 1 |
| INTELLECTUAL PROPERTY | 2 |
| ACKNOWLEDGEMENTS | 2 |
| INTRODUCTION | 3 |
| RESPONDENT FRONT-LINE STAFF PROFILE | 3 |
| Respondent Demographic Information | 5 |
| Employment Profile of Respondents | 6 |
| Agency Profile of Respondents..... | 8 |
| ORGANIZATIONAL EVALUATION | 8 |
| Organizational Alignment | 9 |
| Compensation and Benefits..... | 9 |
| Diversity and Inclusion | 10 |
| Work-Life Balance and Wellbeing..... | 11 |
| Management and Leadership..... | 12 |
| Professional Growth and Stability..... | 13 |
| FUTURE DIRECTIONS OF FRONT-LINE STAFF | 13 |
| Career Plans | 14 |
| Reasons to Leave..... | 14 |
| Priorities for Improvement..... | 15 |
| CONCLUSION | 16 |
| REFERENCES | 17 |

INTELLECTUAL PROPERTY

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ACKNOWLEDGEMENTS

As we collectively strive to understand the historic and ongoing relationship between settlement and the land on which we are located, AAISA respectfully acknowledges that the province of Alberta is comprised of Treaty 6, Treaty 7, and Treaty 8 territories, and is the traditional lands of First Nations and Métis peoples.

This Health of the Sector report was authored by Marokh Yousifshahi and Leesha Kanbour with contributions from Oluwatomi Turner.

AAISA would like to extend our sincere gratitude to the front-line staff from across Alberta, Manitoba, and Saskatchewan who participated in Health of the Sector Survey, and we are grateful for the invaluable information that was provided through your engagement. AAISA would also like to extend our thanks to Immigration, Refugees and Citizenship Canada (IRCC) for their financial support as well as their partnership throughout all stages of this project.

INTRODUCTION

The Health of the Sector (HOTS) survey was conducted between March 31, 2021, and July 31, 2021, with 912 responses from front-line settlement and integration professionals across the Prairies and Northern Territories (PNT) region. The HOTS survey examines the perspectives of front-line staff working within agencies in the newcomer-serving sector to better understand their employment experience, assess organizational strengths and challenges, as well as discern the opportunities available to them. The findings of the report are highlighted in the *Health of the Newcomer-Serving Sector in the PNT Region: A Survey of Front-line Workers in Alberta, Manitoba & Saskatchewan* which portrayed the perspectives of front-line employees in the sector and contains foundational information to inform discussions among the sector, and between Immigration, Refugees and Citizenship Canada (IRCC), newcomer-serving agencies, and Umbrella organizations.

While the *Health of the Newcomer-Serving Sector in the PNT Region* report provides high-level themes identified from the PNT newcomer-serving sector, the HOTS survey accumulated a wealth of perspectives from various front-line roles, program types, locations, small and urban centres, and Anglophone and Francophone agencies. As a result, the perspectives of front-line staff based on location, type of program or department, municipal population of agency, and official language of agencies requires further analysis. Accordingly, the purpose of this report is to highlight the disaggregated results from front-line staff in **Urban Centres** (total population of municipality over 500,000) which was comprised of 408 respondents.

RESPONDENT FRONT-LINE STAFF PROFILE

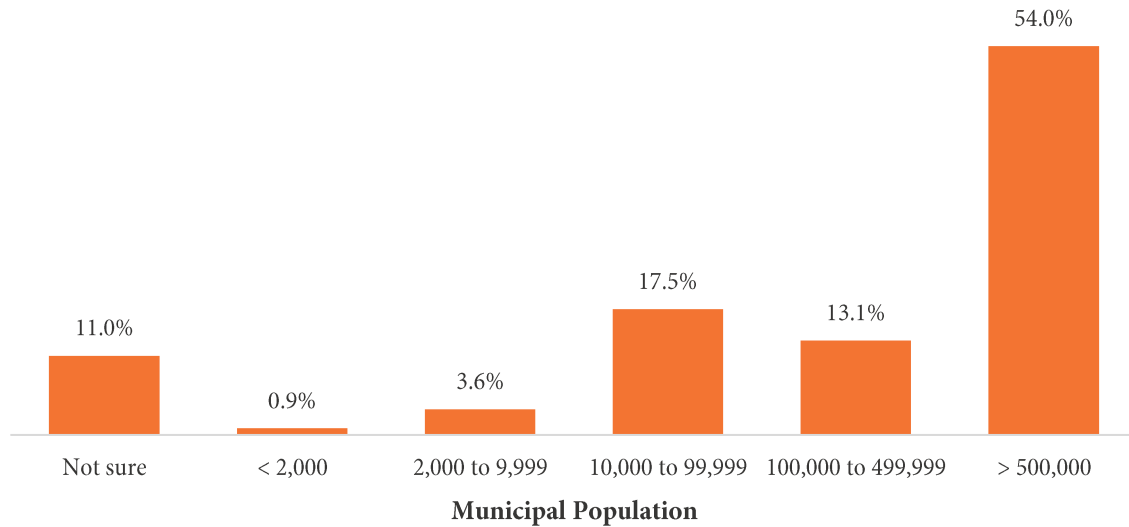
The following sections will outline the demographic information, employment profiles, and agency profiles of respondents that indicated the municipal population of which their organization was located. For the purposes of this report, the IRCC Community Typology (IRCC, 2018) was utilized to identify the characterization of “Urban Centre” or a “Small Centre” via the HOTS survey results as shown in *Figure 1* and

Municipal **Population of Agency Location Categorized by Urban or Small Centre**

Figure 2. This report will focus on the results for Urban Centre service providers. The disaggregated data for respondents in Urban Centres was informed by 408 of the 756 respondents that completed the HOTS survey (see *Figure 2*).

Figure 1

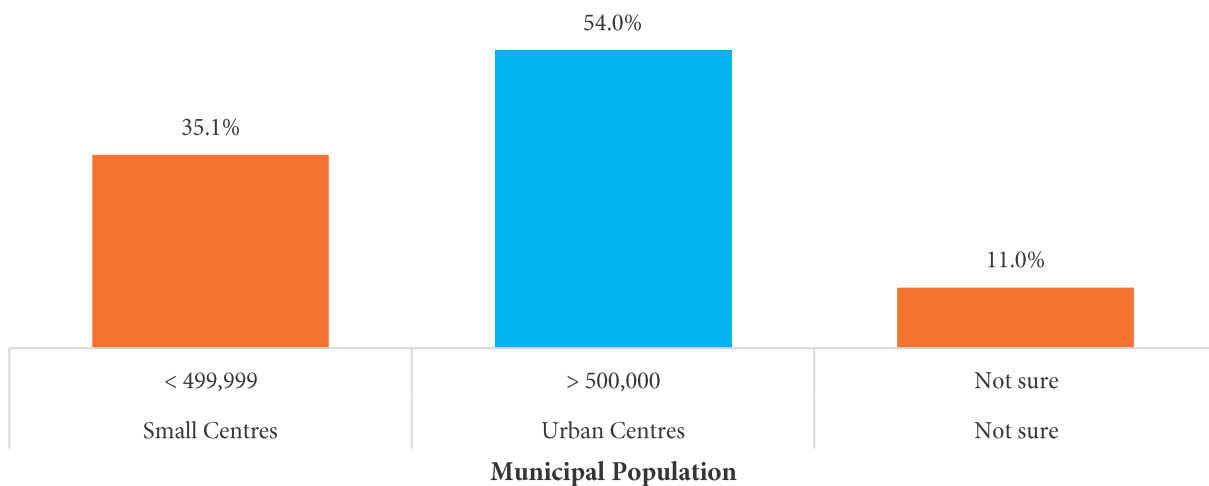
Municipal Population of Agency Location by Percentage



Municipal Population of Agency Location Categorized by Urban or Small Centre

Figure 2

Municipal Population of Agency Location by Percentage

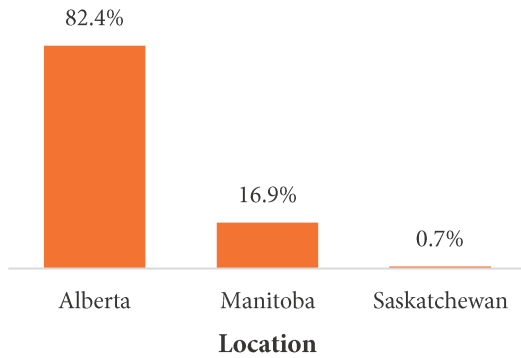


RESPONDENT DEMOGRAPHIC INFORMATION

Location of Respondents at Urban Centres

Figure 3

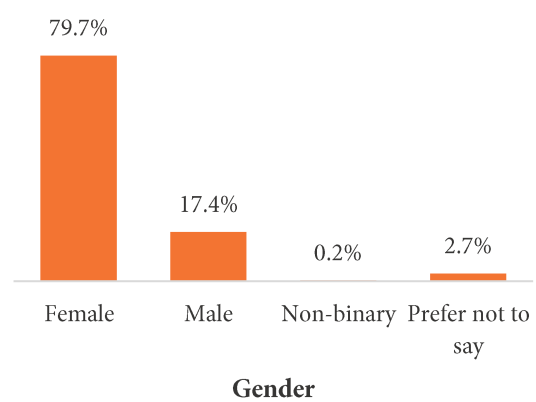
Location of Respondents by Percentage



Gender of Respondents at Urban Centres

Figure 4

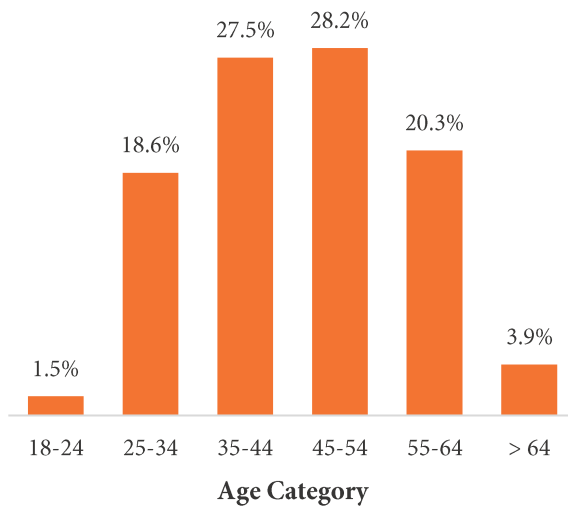
Gender of Respondents by Percentage



Age of Respondents at Urban Centres

Figure 5

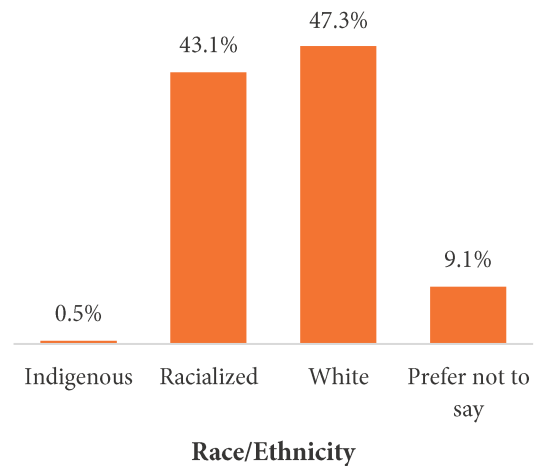
Age Category of Respondents by Percentage



Race and Ethnicity of Respondents at Urban Centres

Figure 6

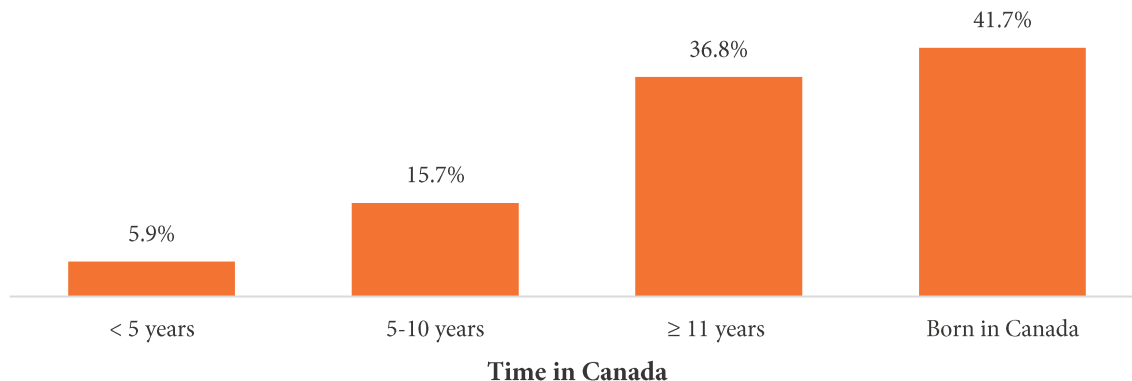
Race and Ethnicity of Respondents by Percentage



Length of Time in Canada of Respondents at Urban Centres

Figure 7

Length of Time in Canada by Percentage

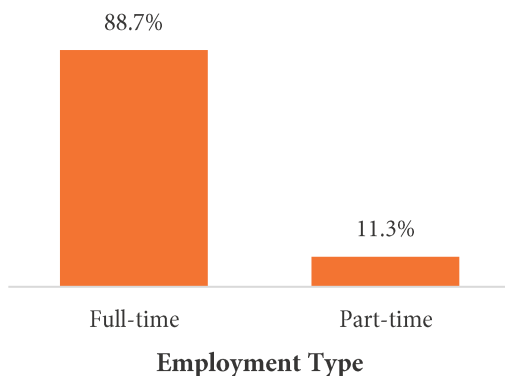


EMPLOYMENT PROFILE OF RESPONDENTS

Employment Status of Respondents at Urban Centres

Figure 8

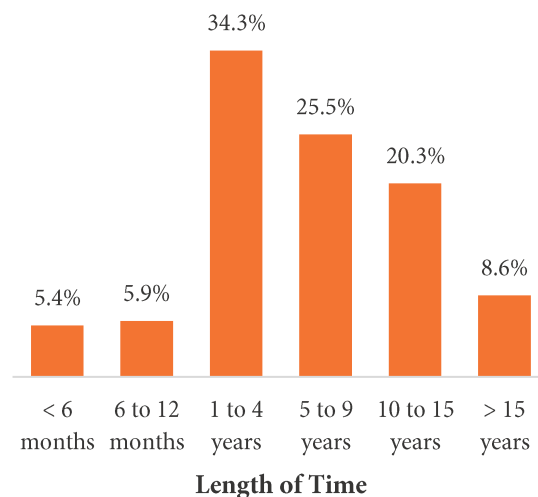
Employment Status by Percentage



Length of Service of Respondents at Urban Centres

Figure 9

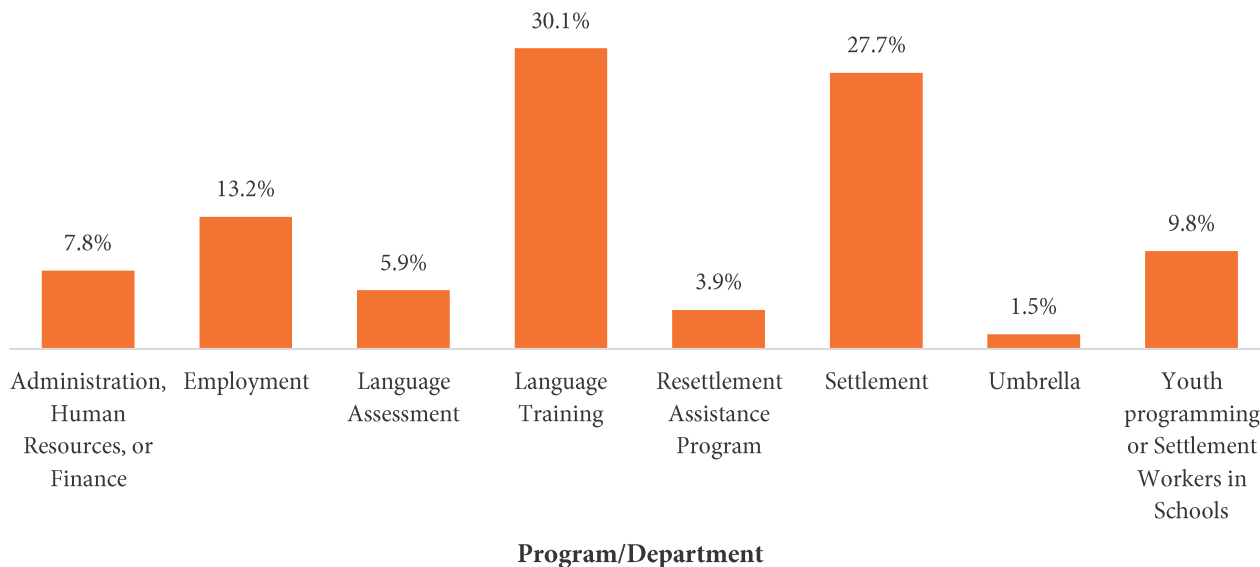
Length of Service in Current Organization by Percentage



Current Program/Department of Respondents at Urban Centres

Figure 10

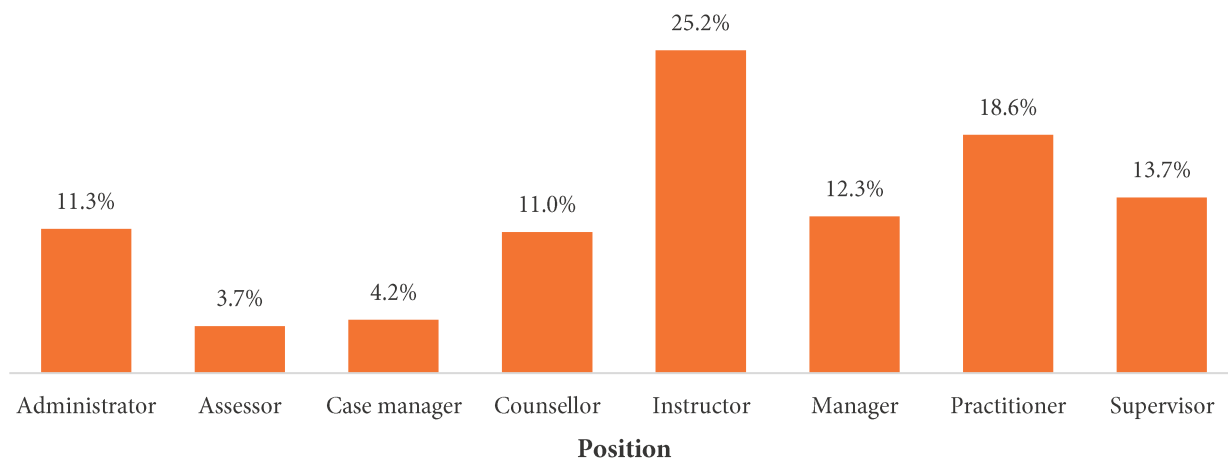
Program/Department of Respondents in Agency by Percentage



Current Position of Respondents at Urban Centres

Figure 11

Current Position of Respondents in Agency by Percentage

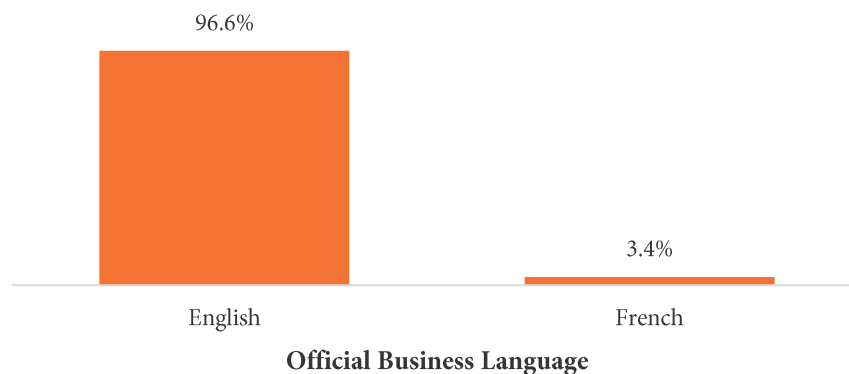


AGENCY PROFILE OF RESPONDENTS

Primary Language of Settlement Provider for Respondents in Urban Centres

Figure 12

Primary Language of Settlement Service Provider by Percentage



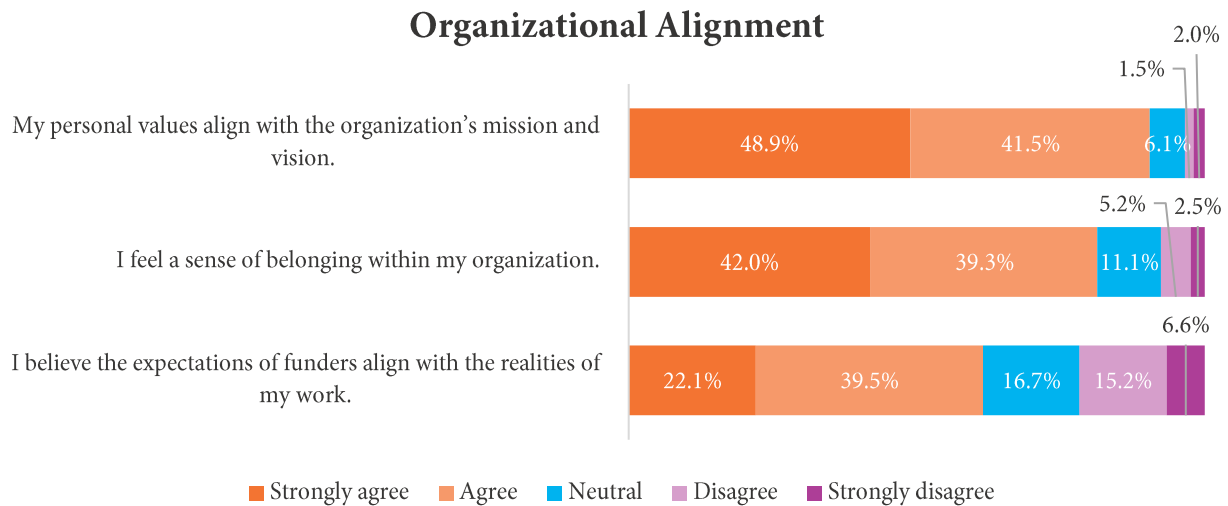
ORGANIZATIONAL EVALUATION

The following sections provide the results of front-line staff at Urban Centres service agencies. The results can provide a glimpse of challenges and opportunities present. The following sections have been categorized into six focus areas regarding organizational evaluation perspectives of staff at Urban Centre service providers:

- Organizational alignment
- Compensation and benefits
- Diversity and inclusion
- Work-life balance wellbeing
- Management and leadership
- Professional growth and stability

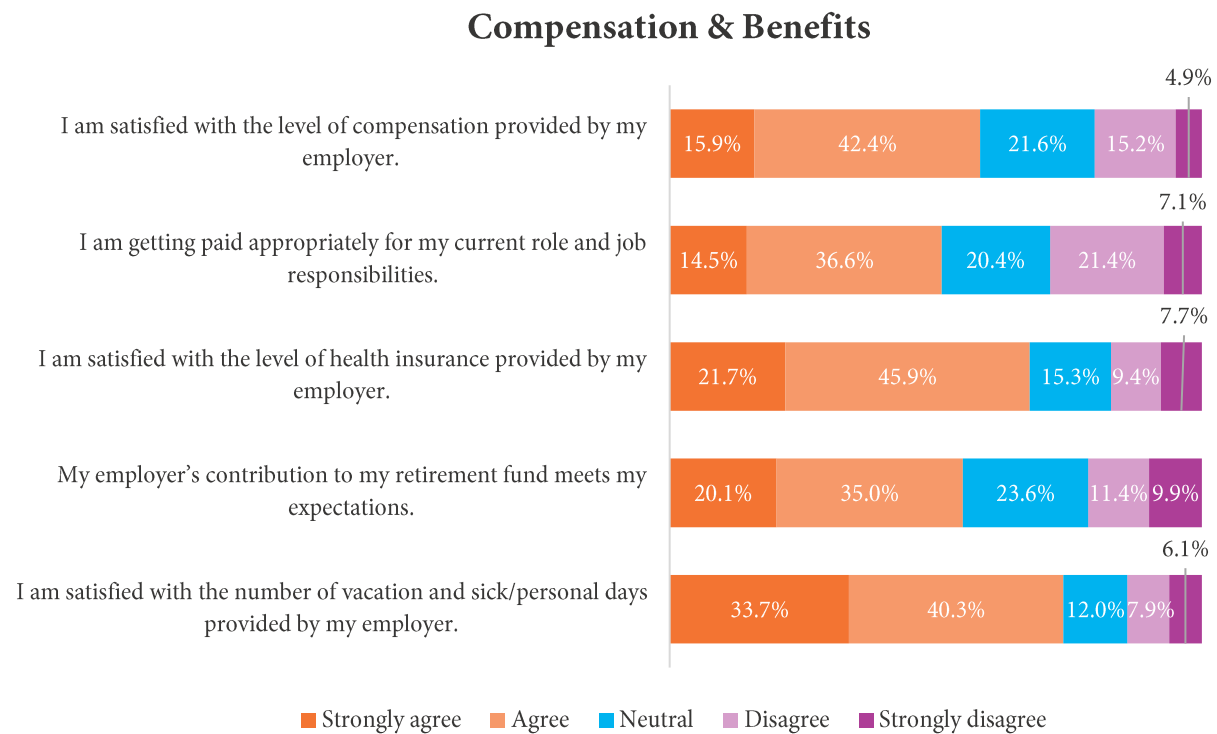
ORGANIZATIONAL ALIGNMENT

Figure 13



COMPENSATION AND BENEFITS

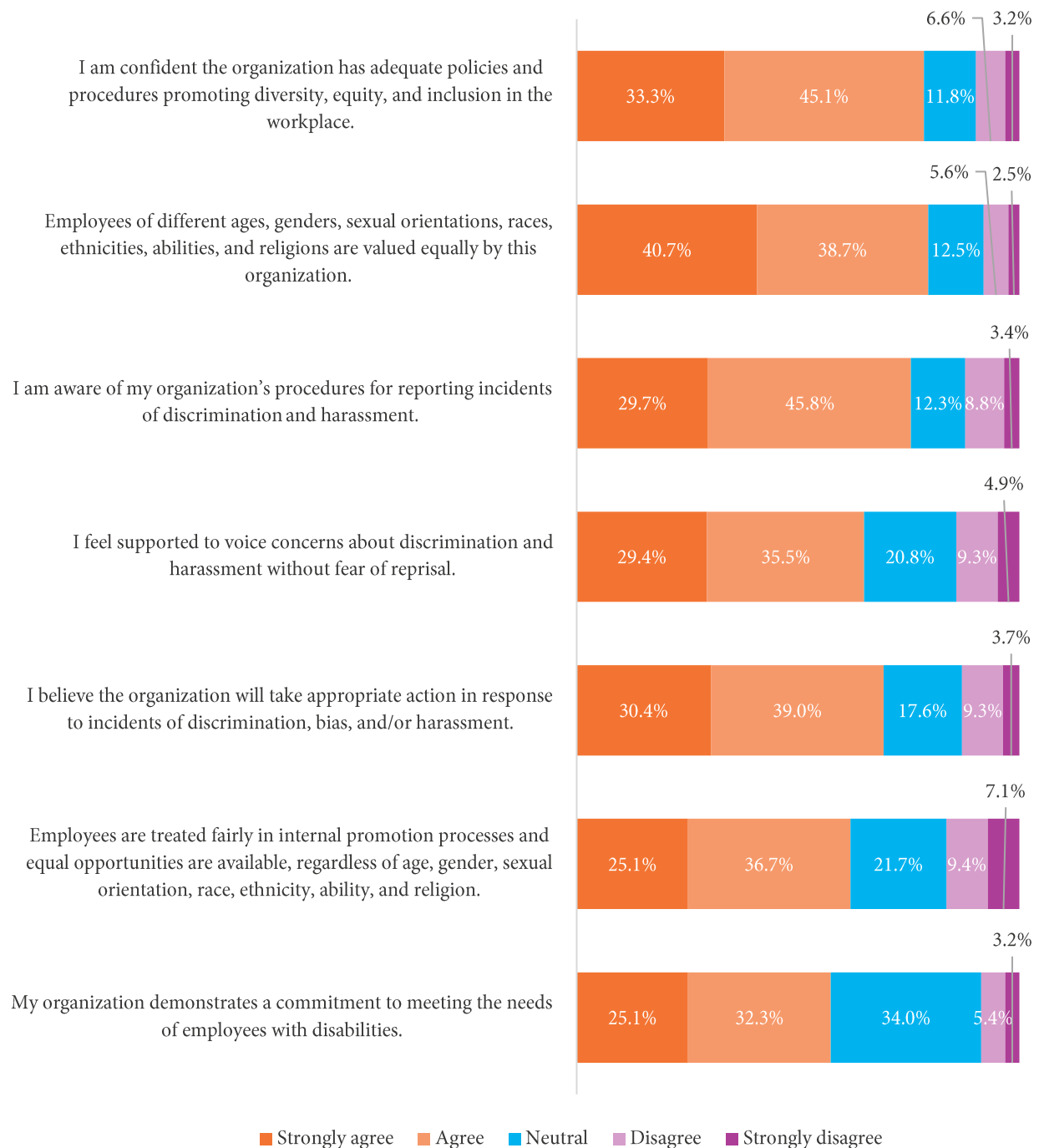
Figure 14



DIVERSITY AND INCLUSION

Figure 15

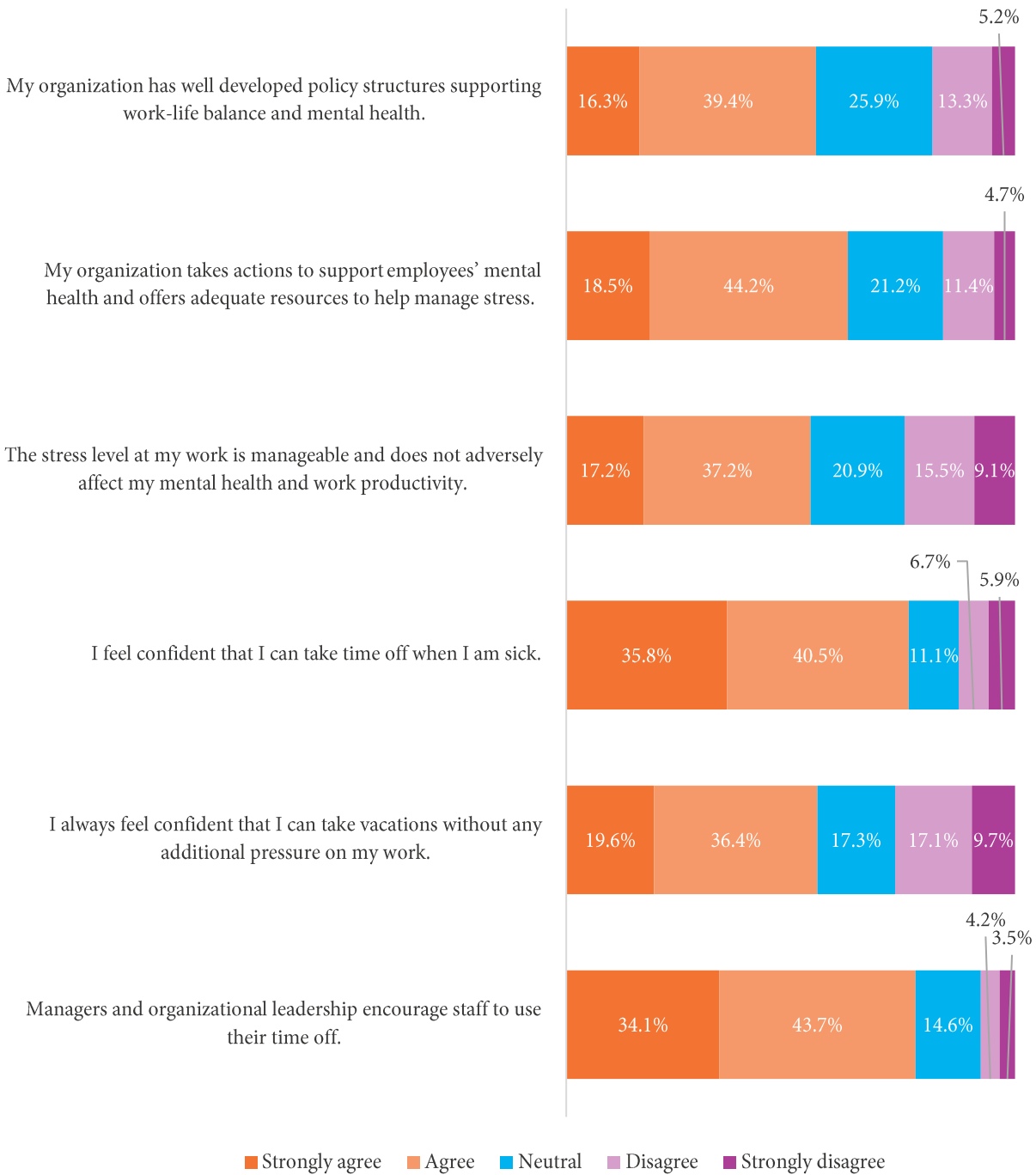
Diversity & Inclusion



WORK-LIFE BALANCE AND WELLBEING

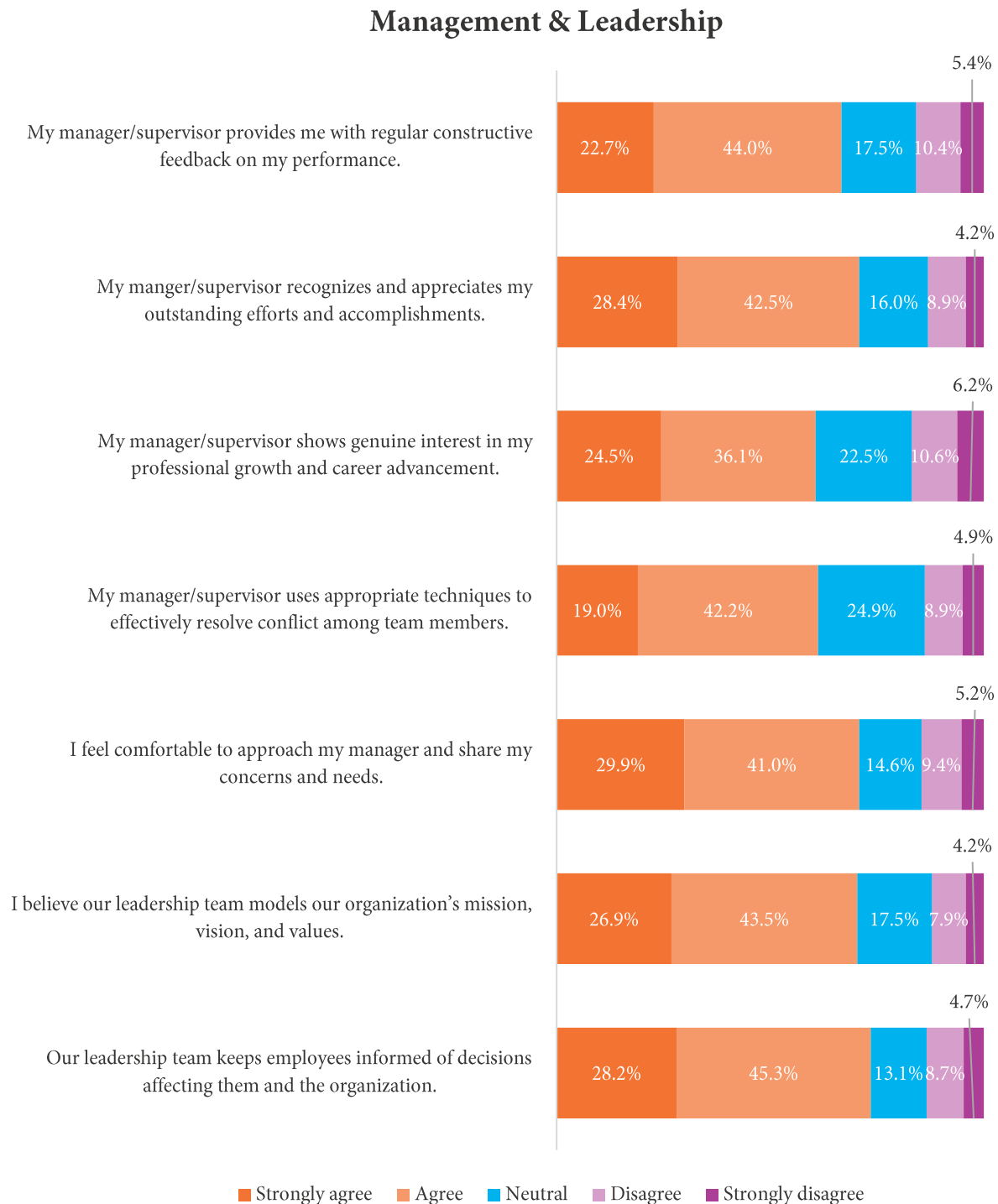
Figure 16

Work-Life Balance & Wellbeing



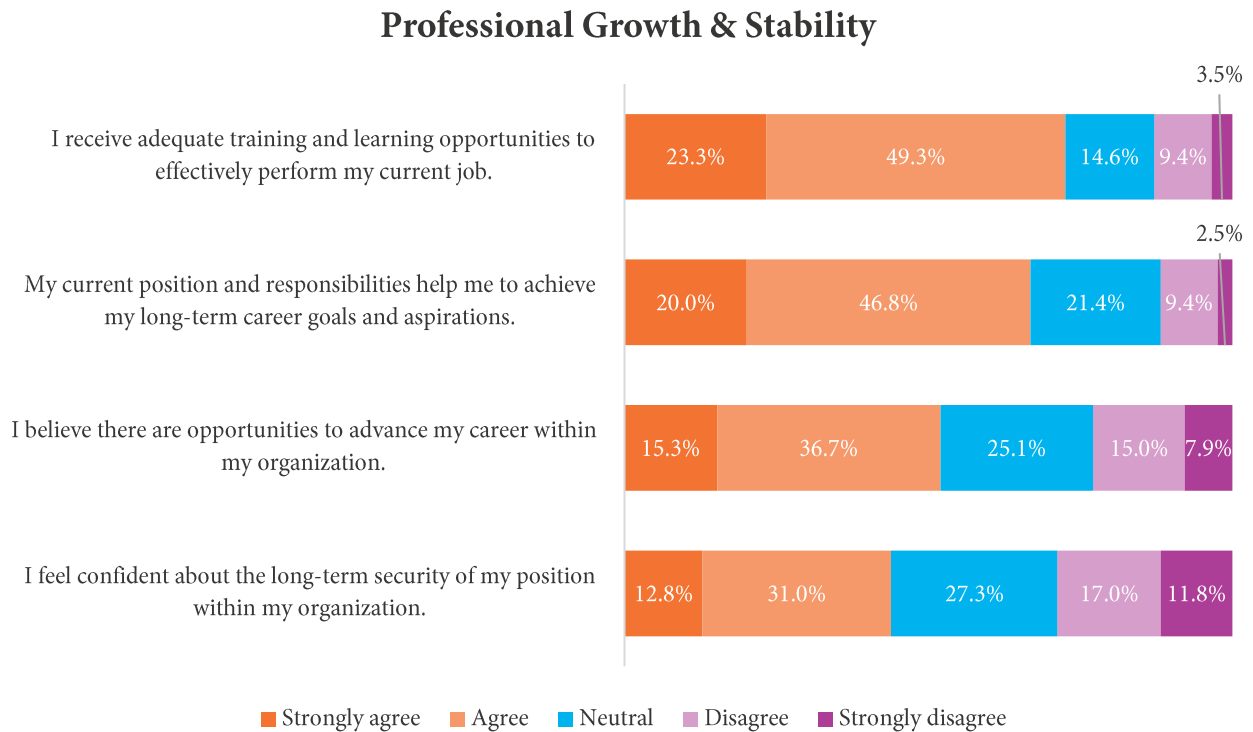
MANAGEMENT AND LEADERSHIP

Figure 17



PROFESSIONAL GROWTH AND STABILITY

Figure 18



FUTURE DIRECTIONS OF FRONT-LINE STAFF

The following sections provides perspectives of front-line staff in Urban Centre service providers and their plans regarding employment within the newcomer-serving sector. The following sections have been categorized into three focus areas:

- Career plans of front-line Language Assessment staff
- Reasons that would compel Language Assessment staff to leave their current position
- Priorities for improvement that the sector will need to consider

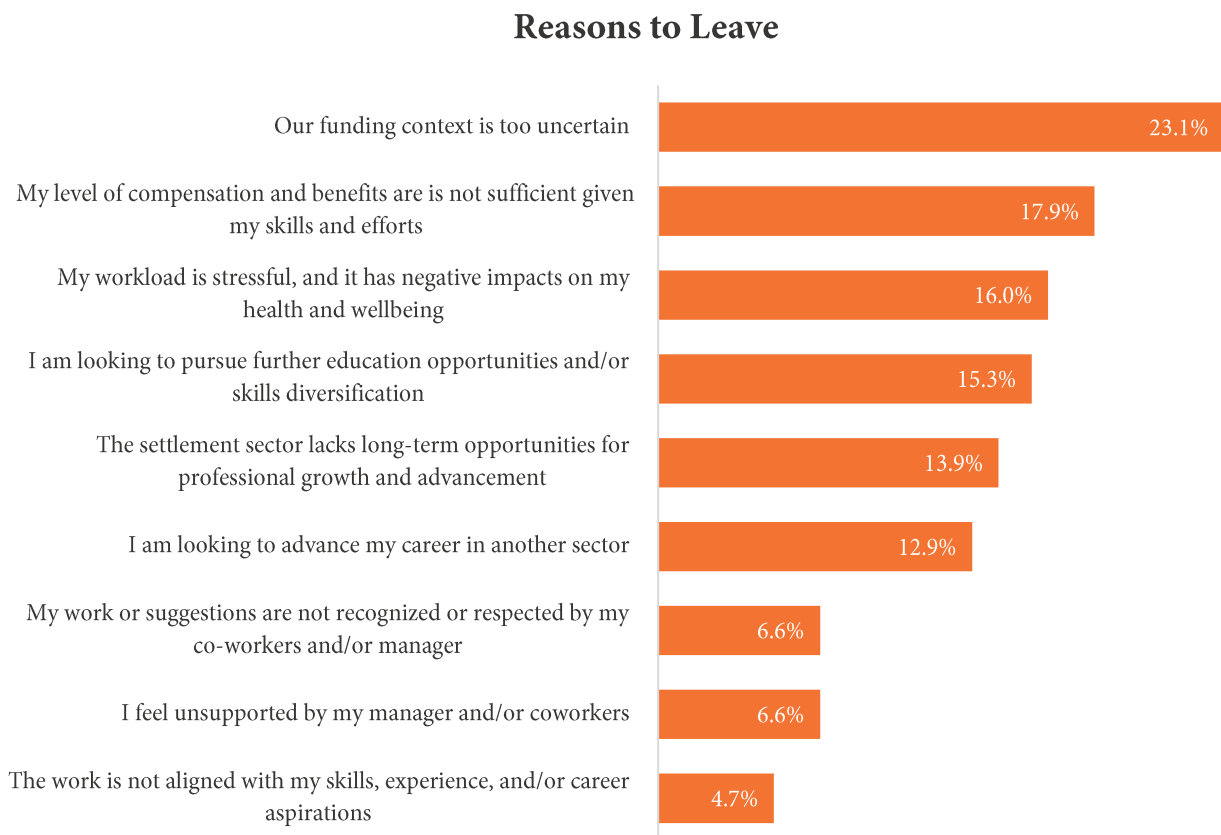
CAREER PLANS

Figure 19



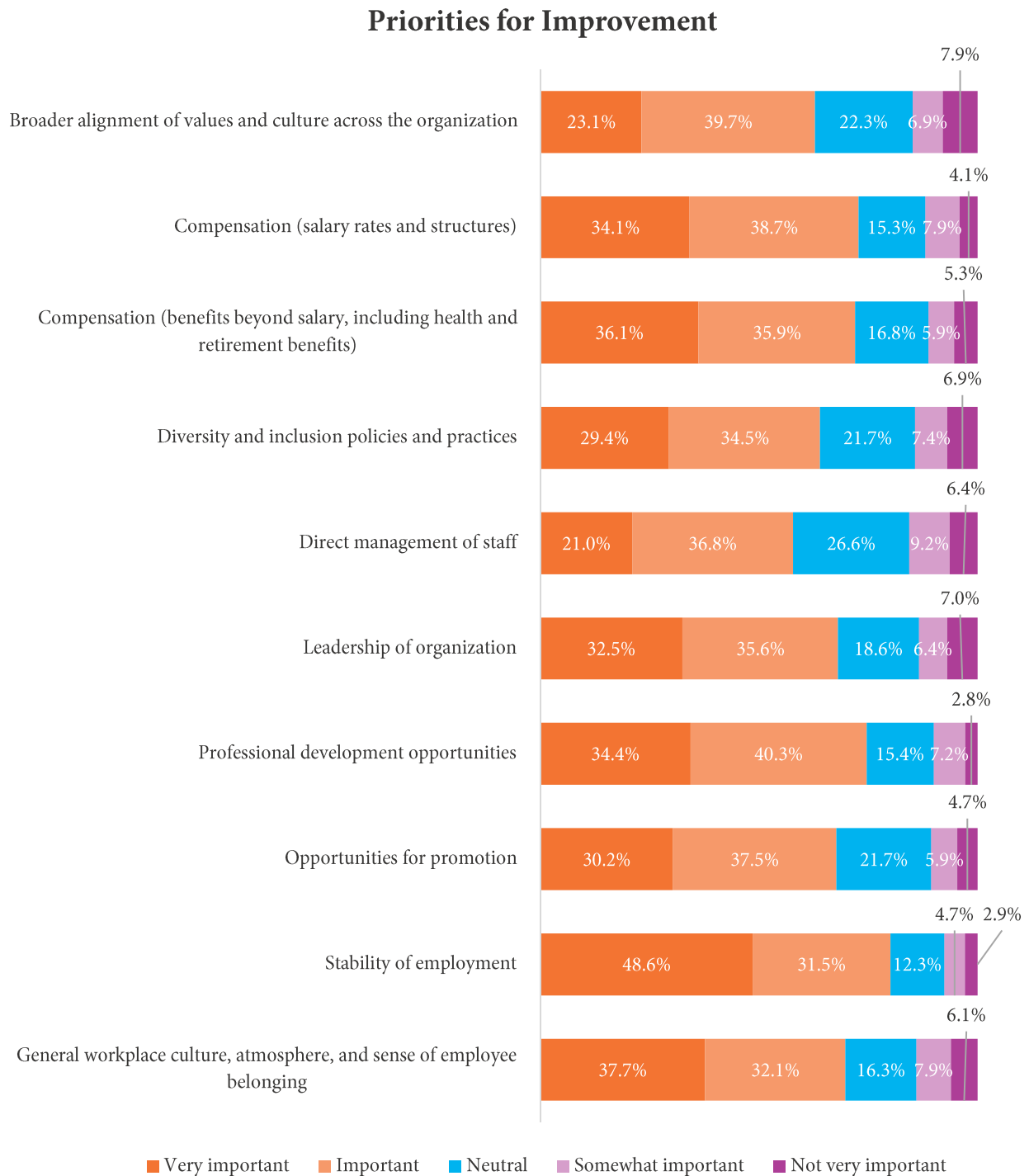
REASONS TO LEAVE

Figure 20



PRIORITIES FOR IMPROVEMENT

Figure 21



CONCLUSION

The HOTS survey results provide the newcomer-serving sector, governments, funders, and other stakeholders critical knowledge and insight to build on and evaluate the systems in place that impact front-line staff within the sector as a conduit to supporting sectoral health. Through data collection across the PNT region, the HOTS survey examined the perspectives of front-line staff within the settlement and integration sector by looking at the employment experience, organizational strengths and challenges, and opportunities available. This report focuses on the perspectives of staff at **Urban Centre** service providers which provides a strategic lens on front-line staff regarding their perspectives on organizational evaluation and their plans for the future within the newcomer-serving sector. Through these results, targeted actions and increased understanding of front-line staff within the PNT to support a strengthened, sustainable, and equitable settlement and integrations sector.

REFERENCES

AAISA. (2022). Health of the Newcomer-Serving Sector in the PNT Region: A Survey of Front-line Workers in Alberta, Manitoba & Saskatchewan. Retrieved from: <https://aaisa.ca/research/health-of-the-newcomer-serving-sector-report/>

IRCC. (2018). *Community Typology*. [PowerPoint slides]. PNT Integration, Alberta Summit.